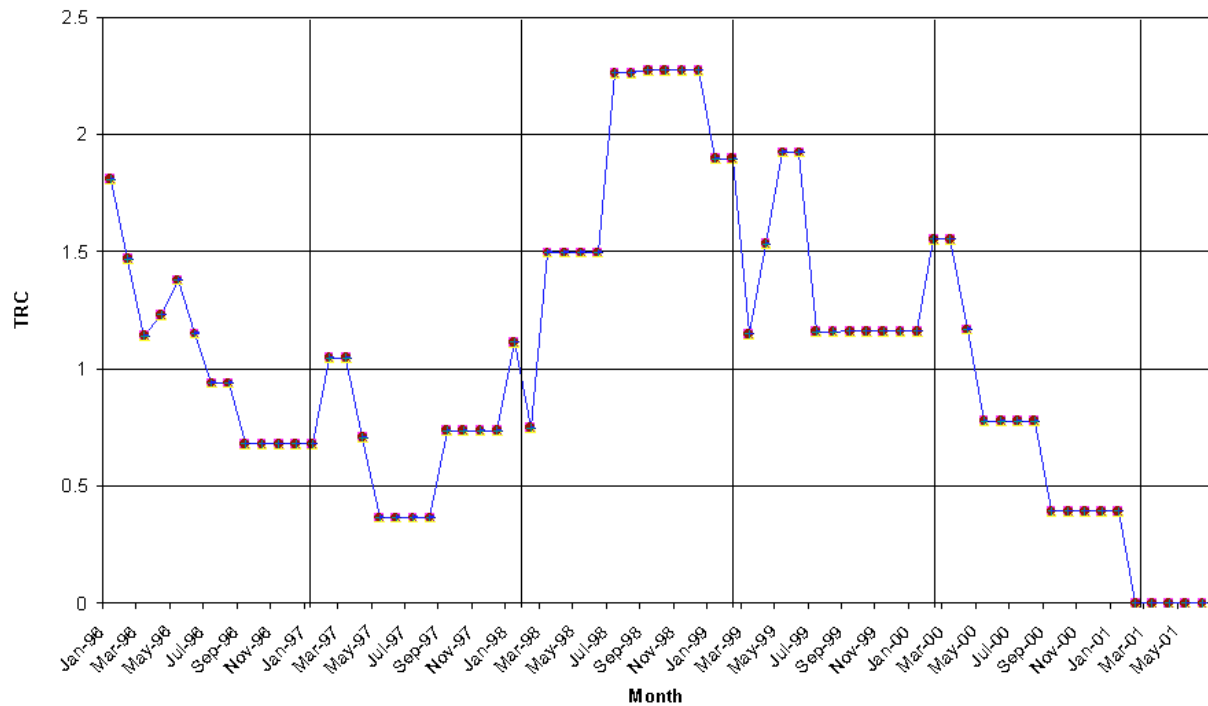


## TRC Chart

Total Recordable Cases (TRCs) is the calculation of "recordable" injuries required to be reported to the Occupational Safety and Health Administration (OSHA). These statistics include on-the-job fatalities, loss work days or restricted work days, and medical treatment cases. A twelve month moving average is often used to flatten the data chart. Injury ratios are calculated for every 200,000 man hours. This allows organizations of varying sizes to have some equivalent comparison regardless of man power.

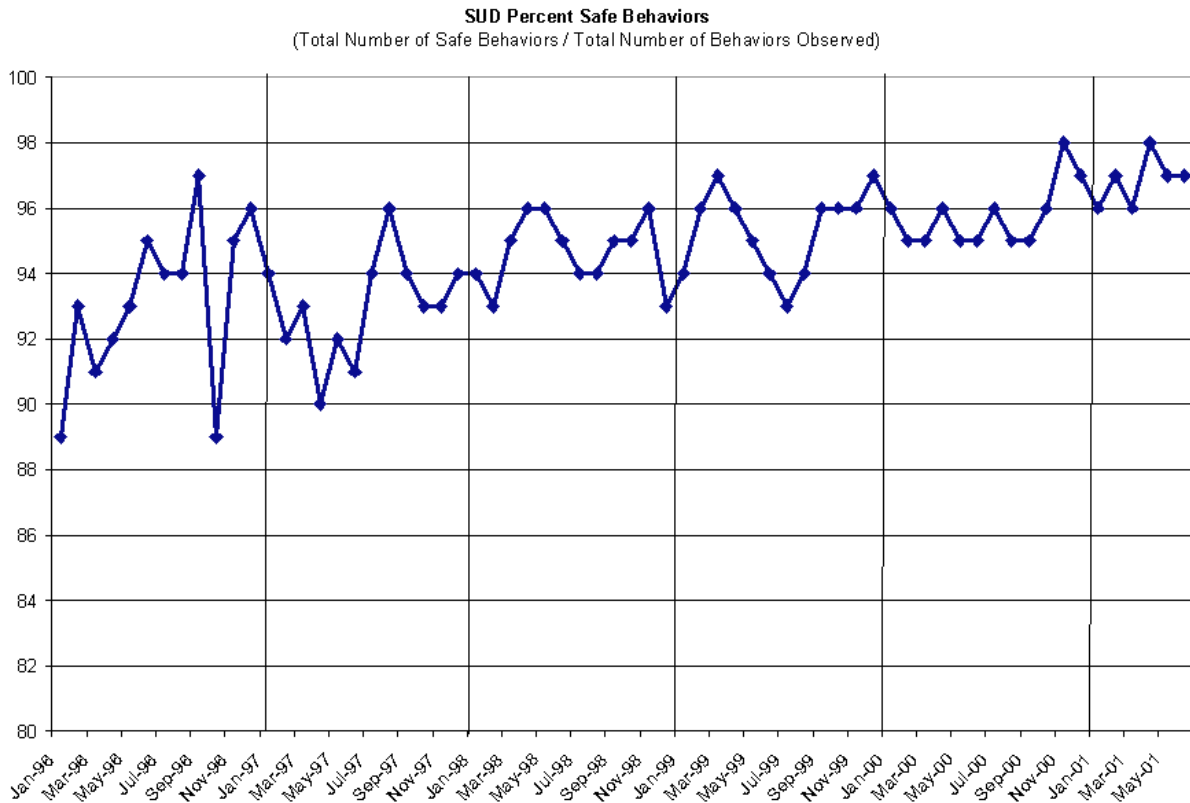
Within the Site Utilities Department of WSRC, our current TRC rate is 0.00. We have been fortunate that for the past 16 months by not having a recordable injury.

SUD 12 MMA (01/96 - 06/01)



## Percent Safe

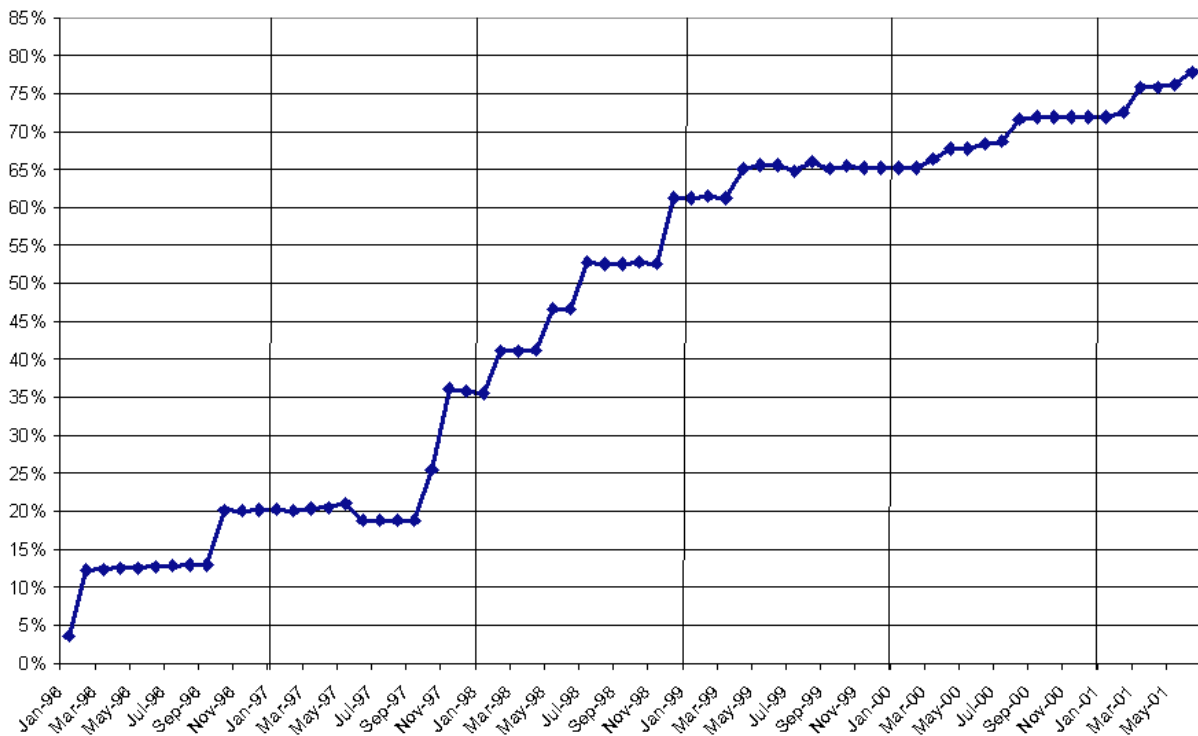
Percent Safe is a calculation of the behaviors observed during a behavior based safety observation. This is determined by dividing the number of safe behaviors by the total number of behaviors observed. As our observations are known by the observee, this generally indicates that the at-risk behavior is truly a habit of the observee. It is interesting to note that as time continues, the percent safe is normalizing within our culture.



## Trained Observers

Our behavioral observers are called Safety PROs. This acronym stands for Positive Reinforcement Observer, which indicates that our primary object is to focus on giving positive reinforcement for what people are doing RIGHT. The more observers are trained, the more an organization can rely on people being more aware of safe and at-risk behaviors. Our eventual goal is to have ALL employees trained as Safety PROs.

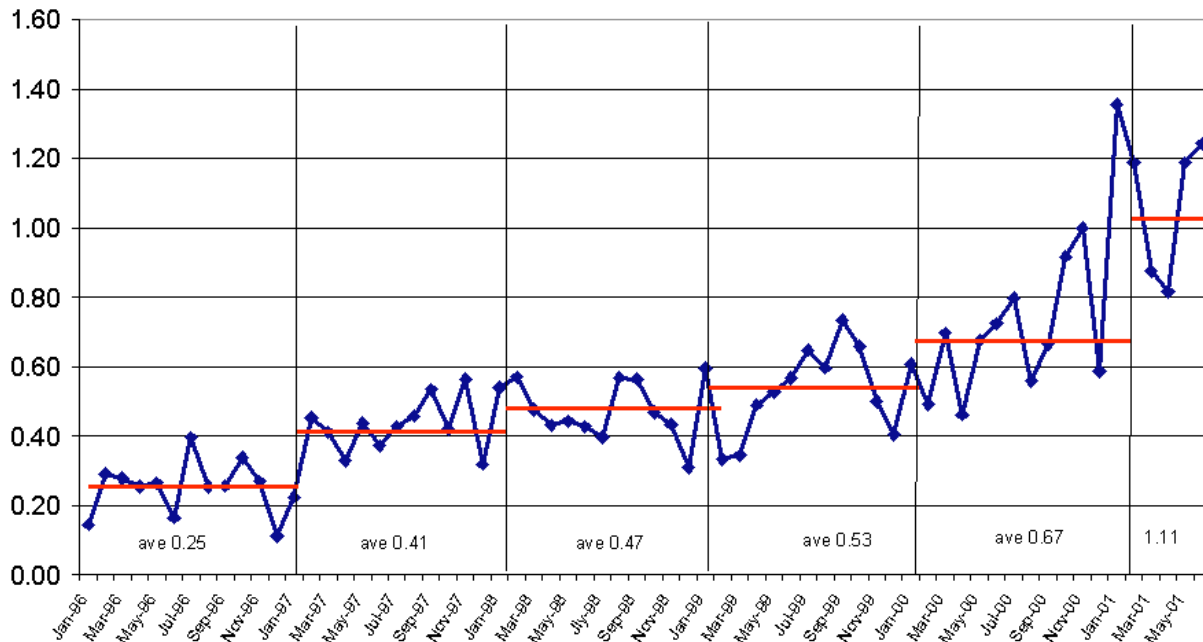
Percent SUD, Certified Safety PROs



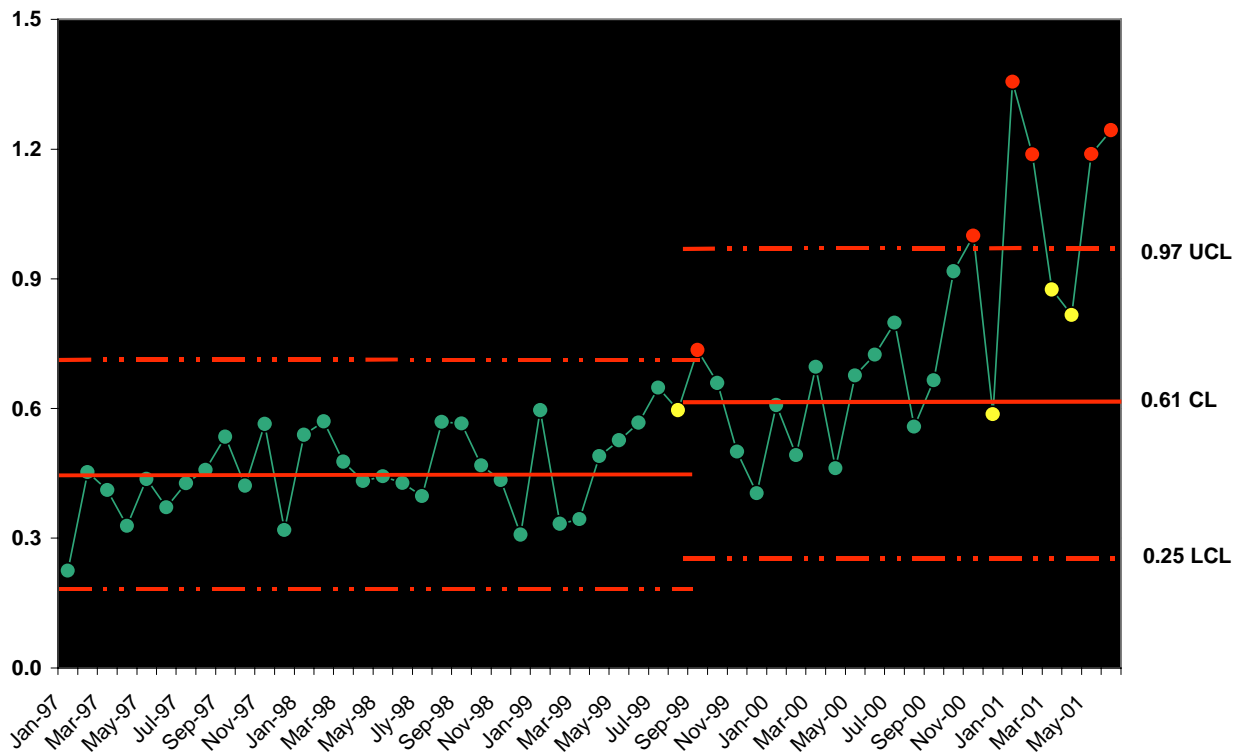
## Contact Rate

Contact Rate is determined by dividing the persons observed by the number of persons in the organization. This indicates the number of times employees are reminded about BBS. The more observations that occur, the more positive reinforcement can be received, the more at-risk behaviors can be identified and reduced. An increasing contact rate of QUALITY OBSERVATIONS is a very good leading indicator to the prevention of injuries within the workplace.

WSRC-SUD  
Contact Rate  
(Number Observed divided by the Number of Associates)



## SUD Contact Rate January 1997 through June 2001



### Statistical Process Control

Statistical Process Control techniques are being used to interpret the contact rate in the Site Utilities Department. The figure shows the X-Bar portion of the Individuals Chart. Through 1997, 1998 and early 1999 the process was in control with calculated upper and lower control limits of 0.71 and 0.18 respectively. The center line or mean during this time period was 0.44. After mid-1999 the data began giving out of control indications. By September 2000 it was obvious that the process had shifted. New control limits based on data from September 1999 through September 2000 produced upper and lower control limits of 0.97 and 0.25 respectively. The mean increased from 0.44 to 0.61. While the average contact increased by nearly 50%, the variation in the process increased by over 35%. By November 2000 the data again was producing out of control indications. This trend continues through June 2001. Although there is strong indications from the data that there has been another process shift, the amount of data available is insufficient to determine new SPC parameters (upper and lower control limits, mean).